

OFFICIAL NOTICE AND AGENDA

of a meeting of the **Nursing Home Operations Committee** to be held at **North Central Health Care**
1100 Lake View Drive, Wausau, WI 54403, Board Room at **8:00 am** on **Friday, August 25th, 2017**

In addition to attendance in person at the location described above, Board members and the public are invited to attend by telephone conference. Persons wishing to attend the meeting by phone should contact Debbie Osowski at 715-848-4405 24 hours prior to the start time of the meeting for further instructions. Any person planning to attend this meeting who needs some type of special accommodation in order to participate should call the Administrative Office at 715-848-4405.

For TDD telephone service call 715-845-4928.

1. Call to Order
2. Public Comment for Matters Appearing on the Agenda
3. ACTION: Approval of 06/23/17 Nursing Home Operations Committee Meeting Minutes and the 07/11/17 Joint Meeting with the Mount View Care Center Committee Minutes
4. Financial Report
5. Senior Executive Nursing Home Operations and Quality Report – K. Gochanour
 - a. Demonstrated quality
 - b. Fiscal responsibility
 - c. Strong human relations
 - d. Regulatory compliance
 - e. Resident/family expectations
6. Education: New Nursing Home Survey Process – K. Gochanour
7. Review Progress Made on Clifton Larson Allen’s Operational and Financial Review and Corresponding Strategic Action Register – K. Gochanour
8. Discussion and Future Agenda Items
9. Adjourn



Presiding Officer or Designee

NOTICE POSTED AT: North Central Health Care

COPY OF NOTICE DISTRIBUTED TO: Wausau Daily Herald, Antigo Daily Journal, Tomahawk Leader, Merrill Foto News, Langlade, Lincoln & Marathon County Clerks Offices

DATE: 08/18/17 TIME: 10:00 a.m. BY: D. Osowski

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD
NURSING HOME OPERATIONS COMMITTEE**

June 23, 2017 7:30 AM North Central Health Care – Board Room

Present: X Jean Burgener EXC Margaret Donnelly
 X Bill Metter X Bill Miller

Also Present: Kim Gochanour, Brenda Glodowski, Sue Matis, Connie Gliniecki

Meeting was called to order at 7:35 a.m.

Public Comment for Matters Appearing on the Agenda

- No public comment(s) made.

Approval of 05/24/17 Nursing Home Operations Committee Meeting Minutes

- **Motion**/second, Metter/Miller, to approve the 05/24/17 Nursing Home Operations Committee meeting minutes. Motion carried.

Financial Report – B. Glodowski

- May ended with a gain of just over \$38,000. Census was up to 184 from 182. Medicare average census was also up at 18 from 14.
- Overall expenses are down. The \$23,000 expense in May was for half of the Clifton Larson Allen study. Benefits are down overall during May for the organization.
- We had budgeted a deficit of \$624,000 and continue to strive to bring the deficit down so it is zero by year end.
- Connie Gliniecki was introduced as the new Director of Nursing. She is excited to be back and is busy reviewing systems, policies and procedures, and will be implementing changes.

Senior Executive Nursing Home Operations and Quality Report – K. Gochanour

- Nursing Home 5 Star Quality Report has been updated. We are currently listed at a 3 Star. Overall, quality measures is a 4 Star. We anticipate a positive change when the next update is completed in September. We continue to review all quality measures with specific focus on pain, psychotropic medication use (which is high due to the type of patients we care for but will review and verify need, documentation, and opportunities for improvement), and catheter use. Regardless of where our scores and Stars are, we must have an explanation for each catheter, psychotropic med, etc. Met with Aspirus and others in a post-acute care group. Aspirus has some tools that may help us with our review.
- Five CNA's have been hired this month, 2 housekeepers, and next month we will add 3 RN's and 3 additional CNA's. The night shift and Legacies have the greatest number of openings. We are struggling to hire nurses, which is not unusual for other area nursing homes as well. We are looking to utilize Certified Medication Techs (CMT). There may be an opportunity to offer a career ladder for CNA's for education to become a Med Tech. This would allow us to utilize both CNA's and nurses in a different capacity.

- As part of the medical community we need to be aware of what the medical community is paying. NCHC is different in that we serve a lot of the underserved individuals in the community. The committee asked Mr. Miller to remind the County Board about those we serve.
- The changes in onboarding and extended training has made a positive difference in that 'mandated' shifts are not used very often at this time.
- Survey window opens in July. We continue to complete chart audits, dining audits, etc. There is a new survey process that is more question-based and has greater emphasis on interviews and responses from residents than on tasks completed. Anticipate surveys to be more objective than subjective and will inform residents of the new process. With a new survey process under way, the Committee asked about having an education session at a future meeting, possibly with the entire Board.

Update on Mount View Care Center Committee Discussion – K. Gochanour

- A 'high level' call was done with CliftonLarsonAllen. Some recommendations they noted are things we have already begun working on i.e. MDS improvements. As a reminder, they received most data and information from us for 2016 and we have implemented changes over the last 6-9 months.
- It appears they believe renovation is needed but are determining optimum size from revenue and operations standpoint.
- Alluded to nursing home administration structure but no recommendations yet.
- No new revenue ideas at this point.
- Bed management was a suggestion. With the DON, C. Gliniecke, here now we can keep a close eye on bed management so that we can take every admission of those we can care for which may mean having to share rooms on a temporary basis at times.
- Final report is due July 1.
- There will be Joint meetings July 11 and 26 at 7 p.m. of the Nursing Home Operations Committee and the Mount View Care Committee. MVCC. Health and Human Services Committee will make any recommendations to the County Board in the fall. Consultants will be at the joint meeting July 11.
- There will not be a 'regular' meeting of the Nursing Home Operations Committee in July.
- If possible, the NHOC members would like to receive a copy of the consultant's report in advance of the joint meeting.
- B. Metter commented that staff have done an admirable job of laying out issues and bringing the consultants and county board members up to speed on the operations of the nursing home. Staff presented financials, regulatory requirements, staffing concerns in a meaningful manner and felt the information was received well.

Discussion and Future Agenda Items

- Additional clarification on the vent unit. We must maintain 1 respiratory therapist to 10 patients so we are able to have 20 patients at a time. We currently have 19. Medicaid is a good payer along with Medicare, VA, and private insurance. We do our best to admit those from our tri-county area first but also take admissions from other areas.
- Legacies has a capacity of 107; currently have 97-98 residents but like to be at a minimum of 100. Tendencies were to have residents long term but are now seeing short term stays with those diagnosed with dementia or behavioral systems of the disease and then individuals return to the community. Also seeing more Medicare and Medicaid than previously. We continue to work on efficiencies with the changes we are seeing but are receiving referrals usually when the disease is more advanced.

- How can our skilled nursing home better assist the community particularly through the many services of NCHC? For example: Adult Protective Services (domestic abuse of elderly), law enforcement, crisis center, the new Psychiatry Residency Program (rounds in the nursing home), community treatment, etc.
- Update provided on changes in area nursing homes. It is important to know what's going on in the community which also affects staffing:
 - Colonial Manor - Administrator is leaving, census about 50 with many empty beds, they seem to take high acuity if we can't take them.
 - Wausau Manor, Currently have Interim Administrator, a new DON, and State is currently there.
 - Rennes – Opened a 20 bed long term care unit which is consistently full
 - Pride (formerly Stoney River) – only taking Medicare patients, no replacement plans, when Medicare ends will ask individual to leave; will ask us to take individuals when they can't manage (usually due to symptoms of the disease). Dementia unit at Pride may have been purchased by another company.
 - Atrium (formerly Kennedy Park) – no information
 - Benedictine (formerly Marywood) - stays consistently full; perfect survey recently
 - Met with American Data who currently supports our electronic medical record for the nursing home. Concerned that they may not continue to update and keep the current system moving forward; they indicated they lost 75 clients last year. Point Click Care is what is widely used in the industry. Consultants have identified this in their report also.
- Will be looking at doing an MDS audit soon.
- Psychiatry Residency Program Open House – June 26th from 4-6 p.m.

Adjourn

Motion/second, Metter/Miller, to adjourn the Nursing Home Operations Committee meeting at 8:38 a.m. Motion carried.

dko

**NORTH CENTRAL COMMUNITY SERVICES PROGRAM BOARD
JOIN NURSING HOME OPERATIONS COMMITTEE with the MOUNT VIEW CARE CENTER
(MVCC) COMMITTEE**

July 11, 2017 7:00 PM North Central Health Care – Board Room

Present: X Jean Burgener EXC Margaret Donnelly
 X Bill Metter X Bill Miller

MVCC Committee Members Present: John Robinson, Katie Rosenberg, Tim Buttke, Allen Drabek, Deb Hager, Jack Hoogendyk

Also Present: Brad Karger, Michael Loy, Kim Gochanour, Kurt Gibbs, Sue Matis, Laura Scudiere, Brenda Glodowski, Brian Kowalski, Sheila Zblewski, Connie Gliniecki, Kristin Woller

John Robinson and Jean Burgener called the respective committees to order at 7:00 p.m.

Educational Presentations/Outcome Monitoring Reports

A. Presentation of the Financial and Operational Analysis of Mount View Care Center by the firm of Clifton Larson Allen (CLA)

Discussion:

Michael Peer and Carl Moellenkamp of CLA utilized power point technology to summarize the most important information from their report. The full report was provided to meeting participants ahead of the meeting and is posted electronically with the meeting agenda on the Marathon county website.

Some of the key points that emerged in the presentation and discussion are:

- MVCC has a competitive advantage in dealing with complex cases.
- Building renovations are critical to the future of MVCC.
- More investment in technology will enhance productivity and profitability.
- The local market can support between 180 and 200 licensed beds.
- Employees' compensation is high in comparison to benchmarks.
- Medicaid capital rates are underutilized.
- Medicaid population 70% vs median at 57.2%.
- Overall costs are high compared to medians and competitors.
- Support service wage rates are higher than median.
- Nursing home census is at the high end of benchmarks.
- The quality of care delivered by MVCC is outstanding, including low re-admission rates.

Follow through:

Any questions can be directed to the consultants through Kim Gochanour. John Robinson asked that meeting participants start to think about building an action plan which:

- Distributes responsibility among the MVCC Committee, Nursing Home Operations Committee and Nursing Home Administration and can clarify sequences and time expectations.

Policy Issues Discussion and Committee Determination to the County Board for its Consideration

- None

Scheduling of Future Meetings and Identifying Agenda Topics

- The next meeting is July 31, at 6:30 p.m. in the NCHC Board Room.
- CLA's recommended strategic plan will be the focus of the discussion.

Announcements

- None

Adjournment

Motion/second, Metter/Miller, to adjourn the Nursing Home Operations Committee meeting at 8:35 p.m. Motion carried.

Minutes Prepared

By Brad Karger

On July 12, 2017

**North Central Health Care
Nursing Home
Combined Statement of Revenue and Expenses
For the Period Ending July 31, 2017**

	Current Month Actual	5530 PPD	Current Month Budget	6293 PPD	Current Month Variance (PPD)	YTD Actual	38883 PPD	YTD Budget	43036 PPD	YTD Variance (PPD)	Prior YTD Actual	43583 PPD
Revenue												
Net Patient Services Revenue:												
Daily Services	\$1,399,040		\$1,502,544			\$9,765,045		\$10,274,368			\$10,411,958	
Ancillary Services	\$277,454		\$313,517			\$2,000,876		\$2,219,102			\$3,478,626	
Total Net Patient Services Revenue	\$1,676,494	\$303.16	\$1,816,061	\$288.58	\$14.58	\$11,765,921	\$302.60	\$12,493,470	\$290.30	\$12.30	\$13,890,584	\$318.72
Other Revenue												
County Appropriation	\$141,666		\$141,666			\$991,662		\$991,667			\$991,662	
Department and Other Revenue	\$149,806		\$153,209			\$1,061,699		\$972,467			\$343,629	
Total Other Revenue	\$291,472	\$52.71	\$294,875	\$46.86	\$5.85	\$2,053,361	\$52.81	\$1,964,134	\$45.64	\$7.17	\$1,335,291	\$30.64
Total Revenue	\$1,967,966	\$355.87	\$2,110,936	\$335.44	\$20.43	\$13,819,282	\$355.41	\$14,457,604	\$335.94	\$19.46	\$15,225,875	\$349.35
Expenses												
Direct Expenses	\$1,408,887		\$1,488,745			\$9,643,699		\$10,237,299			\$12,158,166	
Indirect Expenses	\$620,089		\$665,962			\$4,389,908		\$4,630,584			\$4,096,988	
Total Expenses	\$2,028,976	\$366.90	\$2,154,707	\$342.40	\$24.51	\$14,033,607	\$360.92	\$14,867,883	\$345.48	\$15.44	\$16,255,154	\$372.97
Donations and Gifts	\$638		\$0			\$5,362		\$0			\$3,896	
Nonoperating Gains/(Losses)	\$0		\$0			\$0		\$0			\$0	\$0.00
Total Nonoperating Gains/(Losses)	\$638	\$0.12	\$0	\$0.00	\$0.12	\$5,362	\$0.14	\$0	\$0.00		\$3,896	
Excess Revenue (Expenses)	(\$60,372)	(\$10.92)	(\$43,770)	(\$6.96)	(\$3.96)	(\$208,963)	(\$5.37)	(\$410,278)	(\$9.53)	\$4.16	(\$1,025,383)	(\$23.53)

**NORTH CENTRAL HEALTH CARE
MEDICARE DAYS BY RUG CATEGORY
2017**

RUG CATEGORY	RUG RATE	ACTUAL DAYS July	BUDGET DAYS July	ACTUAL REVENUE July	BUDGET REVENUE July	YTD ACTUAL DAYS	YTD BUDGET DAYS	YTD ACTUAL REVENUE	YTD BUDGET REVENUE
RUX	\$736.29	0	0	\$0	\$0	40	0	\$29,452	\$0
RUL	\$720.25	0	0	\$0	\$0	11	0	\$7,923	\$0
RVX	\$655.35	0	0	\$0	\$0	0	0	\$0	\$0
RVL	\$587.96	0	0	\$0	\$0	0	0	\$0	\$0
RHX	\$593.76	0	4	\$0	\$0	0	29	\$0	\$17,243
RHL	\$529.58	0	0	\$0	\$0	0	0	\$0	\$0
RMX	\$544.67	0	4	\$0	\$2,313	0	29	\$0	\$15,818
RML	\$499.74	0	0	\$0	\$0	0	0	\$0	\$0
RLX	\$478.34	0	0	\$0	\$0	0	0	\$0	\$0
RUC	\$558.20	48	48	\$26,794	\$26,786	294	328	\$164,111	\$183,181
RUB	\$558.20	74	127	\$41,307	\$71,113	774	871	\$432,047	\$486,322
RUA	\$466.74	31	40	\$14,469	\$18,829	230	276	\$107,350	\$128,769
RVC	\$478.86	64	121	\$30,647	\$58,159	462	831	\$221,233	\$397,729
RVB	\$414.68	102	74	\$42,297	\$30,817	692	508	\$286,959	\$210,748
RVA	\$413.08	71	51	\$29,329	\$21,050	324	348	\$133,838	\$143,956
RHC	\$417.27	5	13	\$2,086	\$5,316	122	87	\$50,907	\$36,354
RHB	\$375.55	8	17	\$3,004	\$6,379	82	116	\$30,795	\$43,626
RHA	\$330.62	7	4	\$2,314	\$1,404	16	29	\$5,290	\$9,602
RMC	\$366.57	7	32	\$2,566	\$11,675	86	218	\$31,525	\$79,842
RMB	\$344.11	0	0	\$0	\$0	18	0	\$6,194	\$0
RMA	\$283.14	0	0	\$0	\$0	45	0	\$12,741	\$0
RLB	\$356.40	0	0	\$0	\$0	0	0	\$0	\$0
RLA	\$229.65	0	0	\$0	\$0	0	0	\$0	\$0
ES3	\$672.21	62	42	\$41,677	\$28,546	208	290	\$139,820	\$195,217
ES2	\$526.20	0	0	\$0	\$0	0	0	\$0	\$0
ES1	\$470.05	0	0	\$0	\$0	0	0	\$0	\$0
HE2	\$454.00	0	0	\$0	\$0	0	0	\$0	\$0
HE1	\$376.99	0	0	\$0	\$0	79	0	\$29,782	\$0
HD2	\$425.12	0	0	\$0	\$0	32	0	\$13,604	\$0
HD1	\$354.53	0	18	\$0	\$6,474	3	125	\$1,064	\$44,273
HC2	\$401.05	0	0	\$0	\$0	0	0	\$0	\$0
HC1	\$335.27	0	6	\$0	\$2,136	0	44	\$0	\$14,605
HB2	\$396.24	0	0	\$0	\$0	0	0	\$0	\$0
HB1	\$332.06	0	6	\$0	\$2,115	3	44	\$996	\$14,465
LE2	\$412.28	0	0	\$0	\$0	0	0	\$0	\$0
LE1	\$344.90	19	0	\$6,553	\$0	23	0	\$7,933	\$0
LD2	\$396.24	0	0	\$0	\$0	0	0	\$0	\$0
LD1	\$332.06	0	0	\$0	\$0	0	0	\$0	\$0
LC2	\$348.11	0	0	\$0	\$0	0	0	\$0	\$0
LC1	\$293.55	0	0	\$0	\$0	5	0	\$1,468	\$0
LB2	\$330.46	0	0	\$0	\$0	0	0	\$0	\$0
LB1	\$280.72	0	0	\$0	\$0	1	0	\$281	\$0
CE2	\$367.36	0	0	\$0	\$0	0	0	\$0	\$0
CE1	\$338.48	0	0	\$0	\$0	7	0	\$2,369	\$0
CD2	\$348.11	0	0	\$0	\$0	0	0	\$0	\$0
CD1	\$319.23	0	0	\$0	\$0	1	0	\$319	\$0
CC2	\$304.78	0	0	\$0	\$0	0	0	\$0	\$0
CC1	\$282.32	0	0	\$0	\$0	0	0	\$0	\$0
CB2	\$282.32	0	0	\$0	\$0	0	0	\$0	\$0
CB1	\$261.47	0	0	\$0	\$0	7	0	\$1,830	\$0
CA2	\$239.00	0	0	\$0	\$0	0	0	\$0	\$0
CA1	\$222.96	0	0	\$0	\$0	0	0	\$0	\$0
BB2	\$253.44	0	0	\$0	\$0	0	0	\$0	\$0
BB1	\$242.21	0	0	\$0	\$0	0	0	\$0	\$0
BA2	\$210.12	0	0	\$0	\$0	0	0	\$0	\$0
BA1	\$200.50	0	0	\$0	\$0	0	0	\$0	\$0
PE2	\$338.48	0	0	\$0	\$0	0	0	\$0	\$0
PE1	\$322.43	0	0	\$0	\$0	9	0	\$2,902	\$0
PD2	\$319.23	0	0	\$0	\$0	0	0	\$0	\$0
PD1	\$303.18	0	0	\$0	\$0	0	0	\$0	\$0
PC2	\$274.30	0	0	\$0	\$0	0	0	\$0	\$0
PC1	\$261.47	0	10	\$0	\$2,554	13	67	\$3,399	\$17,465
PB2	\$232.59	0	0	\$0	\$0	0	0	\$0	\$0
PB1	\$222.96	0	0	\$0	\$0	0	0	\$0	\$0
PA2	\$192.48	0	0	\$0	\$0	0	0	\$0	\$0
PA1	\$184.45	0	0	\$0	\$0	0	0	\$0	\$0
TOTAL		498	620	\$243,044	\$295,666	3587	4240	\$1,726,131	\$2,039,215
Average Reimbursement Per Day				\$488.04	\$476.88			\$481.22	\$480.95
Average Patients/Day				16.1	20.0			16.9	20.0

North Central Health Care
Nursing Home Patient Days
By Payor Mix-2017

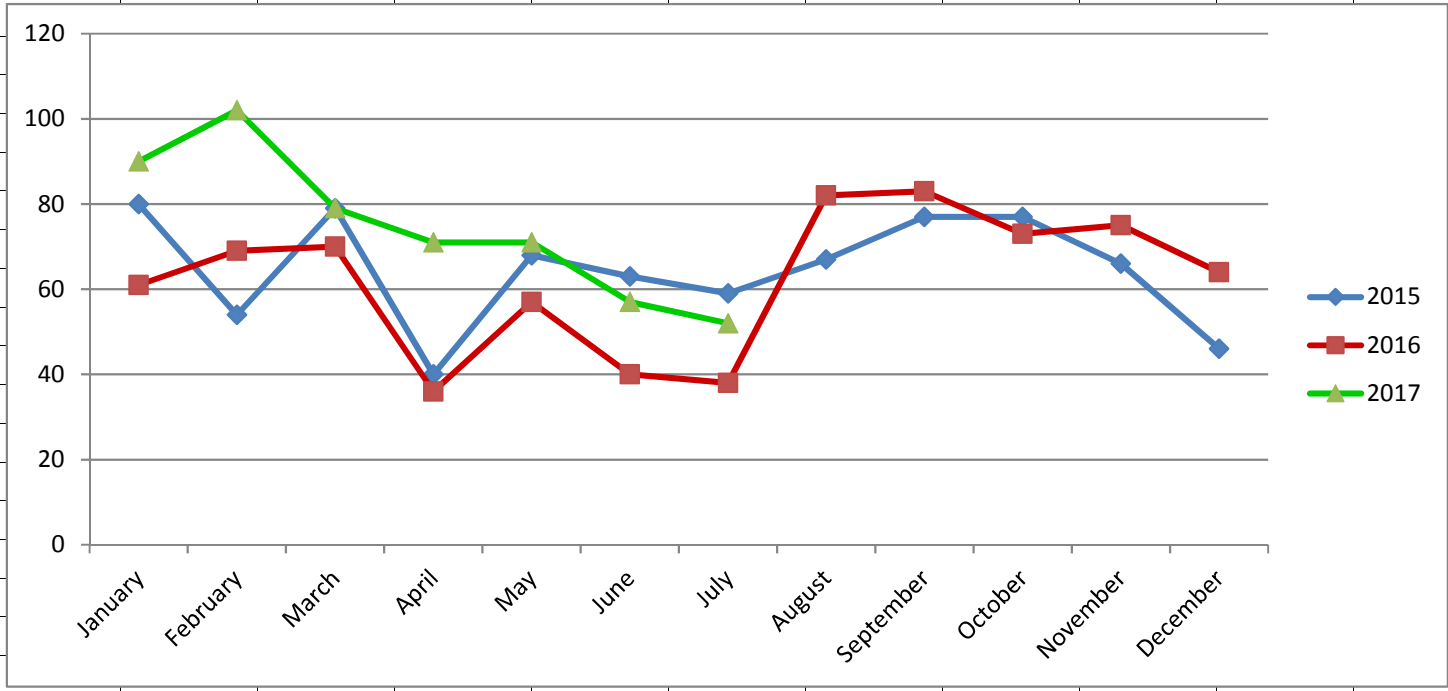
	January				February				March				April							
	Actual Days	%	Budget Days	%	Actual Days	%	Budget Days	%	Actual Days	%	Budget Days	%	Actual Days	%	Budget Days	%				
Self Pay	748	12.93%	651	10.34%	675	12.82%	588	10.34%	755	13.24%	651	10.34%	581	10.65%	630	10.34%				
Commercial	390	6.74%	279	4.43%	364	6.91%	252	4.43%	351	6.15%	279	4.43%	316	5.79%	270	4.43%				
Medicare	555	9.60%	620	9.85%	535	10.16%	560	9.85%	461	8.08%	620	9.85%	431	7.90%	600	9.85%				
Medicaid	4091	70.73%	4743	75.37%	3693	70.12%	4284	75.37%	4136	72.52%	4743	75.37%	4125	75.65%	4590	75.37%				
Total	5784	100.00%	6293	100.00%	5267	100.00%	5684	100.00%	5703	100.00%	6293	100.00%	5453	100.00%	6090	100.00%				
Occupancy	84.8%		92.3%		85.5%		92.3%		83.6%		92.3%		82.6%		92.3%					
	May				June				July				August							
	Actual Days	%	Budget Days	%	Actual Days	%	Budget Days	%	Actual Days	%	Budget Days	%	Actual Days	%	Budget Days	%				
Self Pay	521	9.14%	651	10.34%	491	9.01%	630	10.34%	536	9.69%	651	10.34%	0	#DIV/0!	0	#DIV/0!				
Commercial	294	5.16%	279	4.43%	243	4.46%	270	4.43%	244	4.41%	279	4.43%	0	#DIV/0!	0	#DIV/0!				
Medicare	568	9.97%	620	9.85%	539	9.89%	600	9.85%	498	9.01%	620	9.85%	0	#DIV/0!	0	#DIV/0!				
Medicaid	4315	75.73%	4743	75.37%	4175	76.63%	4590	75.37%	4252	76.89%	4743	75.37%	0	#DIV/0!	0	#DIV/0!				
Total	5698	100.00%	6293	100.00%	5448	100.00%	6090	100.00%	5530	100.00%	6293	100.00%	0	#DIV/0!	0	#DIV/0!				
Occupancy	83.5%		92.3%		82.5%		84.6%		81.1%		92.3%		0.0%		0.0%					
	Sept				October				November				December				YTD			
	Actual Days	%	Budget Days	%	Actual Days	%	Budget Days	%	Actual Days	%	Budget Days	%	Actual Days	%	Budget Days	%	Actual Days	%	Budget Days	%
Self Pay	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	4307	11.08%	4452	10.34%
Commercial	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	2202	5.66%	1908	4.43%
Medicare	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	3587	9.23%	4240	9.85%
Medicaid	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	28787	74.03%	32436	75.37%
Total	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	38883	100.00%	43036	100.00%
Occupancy	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		83.4%		92.3%	

County	Referral Date	Source of Reference	Vent	PAC	LTC	LBL	Admitted	Admission Date if Admitted	Reason if Not Admitted	Competition	Payer Source
Marathon	6/1/17	AWH	No	Yes	No	No	No		No PAC Beds Available		Medicaid
Marathon	6/5/17	St Joes - Marshfield	Yes	No	No	No	Yes	6/5/17			Medicare A
Marathon	6/5/17	STC	No	Yes	No	No	Yes	6/5/17			Medicare A
Marathon	6/6/17	STC	No	Yes	No	No	Yes	6/7/17			Medicare A
Marathon	6/7/17	STC	No	Yes	No	No	Yes	6/7/17			Medicare A
Lincoln	6/7/17	AWH	Yes	No	No	No	Yes	6/6/17			Medicare A
Marathon	6/8/17	AWH	No	Yes	No	No	Yes	6/10/17			Medicare A
Marathon	6/8/17	AWH	No	Yes	No	No	Yes	6/9/17			Medicare/Managed
Marathon	6/8/17	AWH	No	Yes	No	No	No		Expired		Medicaid
Marathon	6/9/17	STC	No	Yes	No	No	No		No PAC Beds Available		
Marathon	6/9/17	AWH	No	Yes	No	No	No		Went Home		Medicare A
Marathon	6/9/17	AWH	No	Yes	No	No	No		Went Home		Self Pay
Marathon	6/9/17	AWH	No	Yes	No	No	Yes	6/12/17			Medicare/Managed
Marathon	6/9/17	AWH	No	Yes	No	No	No		Went Home		
Marathon	6/9/17	AWH	No	No	No	Yes	No		Went to Competition	Pride TLC	Medicare A
Marathon	6/9/17	AWH	No	Yes	No	No	No		Went to Competition	Pine Crest	Insurance
Marathon	6/12/17	AWH	No	Yes	No	No	Yes	6/14/17			Medicare A
Marathon	6/12/17	AWH	No	Yes	No	No	No		Went to Competition	Wausau Manor	
Lincoln	6/13/17	AWH	No	Yes	No	No	No		Out of County		
Marathon	6/13/17	UW Madison	No	Yes	No	No	Yes	6/16/17			Medicare A
Marathon	6/13/17	AWH	No	Yes	No	No	Yes	6/14/17			Medicare A
Marathon	6/13/17	AWH	No	Yes	No	No	No		Out of Network		Insurance
Marinette	6/13/17	Select Spec -Mad	Yes	No	No	No	No		Out of Network		
Marathon	6/14/17	AWH	No	Yes	No	No	Yes	6/14/17			
Price	6/14/17	CBRF/ALF	No	No	No	Yes	No		Out of County		
Lincoln	6/14/17	AWH	Yes	No	No	No	No		Went Home		Medicare A
Wood	6/14/17	St Joes - Marshfield	No	No	Yes	No	No		Went to Competition	Tomah	VA
Marathon	6/15/17	AWH	No	No	No	Yes	Yes	6/19/17			VA
Marathon	6/15/17	AWH	No	No	No	Yes	Yes	6/22/17			MA/Hospice
Marathon	6/16/17	AWH	No	Yes	No	No	Yes	6/17/17			Medicare A
Marathon	6/19/17	AWH	No	Yes	No	No	No		No Skilled Needs		Self Pay
Shawano	6/20/17	Case Manager	No	Yes	No	No	No		Out of County		Insurance
Waupaca	6/20/17	AWH	No	Yes	No	No	Yes	6/20/17			Medicare A
Price	6/20/17	AWH	No	Yes	No	No	No		Out of Network		
Langlade	6/21/17	AWH	No	No	Yes	No	No		Out of County		VA/Hospice
Marathon	6/21/17	STC	No	Yes	No	No	Yes	6/22/17			Medicare A
Marathon	6/22/17	STC	No	Yes	No	No	Yes	6/23/17			Medicare A
Wood	6/22/17	St Joes - Marshfield	No	No	Yes	No	No		Aesthetics		VA
Marathon	6/22/17	AWH	No	Yes	No	No	No		Went to Competition	CBRF/ALF	
Marathon	6/23/17	AWH	No	Yes	No	No	Yes	6/26/17			Medicare A
Oneida	6/23/17	AWH	No	Yes	No	No	No		Out of Network		
Marathon	6/23/17	AWH	No	Yes	No	No	No		Went to Competition	Wausau Manor	
Marathon	6/23/17	AWH	No	Yes	No	No	No		Went to Competition	Wausau Manor	
Lincoln	6/26/17	STC	No	Yes	No	No	Yes	6/27/17			Insurance
Marathon	6/26/17	AWH	No	Yes	No	No	No		Went Home		Medicare A
Shawano	6/26/17	AWH	No	Yes	No	No	No		Went to Competition	Rennes	Medicare A
Lincoln	6/27/17	AWH	No	No	No	Yes	Yes	6/28/17			Self Pay
Marathon	6/27/17	VA Medical Center Milwaukee	No	No	Yes	No	No		No LTC Beds Available		VA
Marathon	6/27/17	AWH	No	Yes	No	No	No		Went Home		
Marathon	6/27/17	AWH	No	No	No	Yes	Yes	6/30/17			Medicare A
Marathon	6/28/17	AWH	Yes	No	No	No	Yes	6/30/17			Medicare A
Marathon	6/28/17	AWH	No	No	Yes	No	No		No LTC Beds Available		
Collin - TX	6/28/17	AWH	No	Yes	No	No	No		Went Home		
Marathon	6/29/17	Artisan House - Merrill	No	No	No	Yes	Yes	6/30/17			Medicare A
Marathon	6/29/17	AWH	No	Yes	No	No	No		No PAC Beds Available		Medicaid
Marathon	6/30/17	AWH	No	Yes	No	No	No		Patient Non Compliance		
Langlade	6/30/17	AWH	No	Yes	No	No	No		Went to Competition	Benedictine	Medicare A

County	Referral Date	Source of Reference	Vent	PAC	LTC	LBL	Admitted	Admission Date if Admitted	Reason if Not Admitted	Competition	Payer Source
Marathon	7/3/17	AWH	No	Yes	No	No	Yes	7/5/17			Medicare/Managed
Marathon	7/3/17	AWH	No	Yes	No	No	Yes	7/4/17			Medicare A
Marathon	7/3/17	AWH	No	No	No	Yes	Yes	7/10/17			Medicare A
Marathon	7/3/17	AWH	No	Yes	No	No	No		No LTC Beds Available		Medicaid
Marathon	7/3/17	AWH	No	Yes	No	No	No		Went Home		
Marathon	7/3/17	AWH	No	No	No	Yes	No		Went to Competition	Applegate	Self Pay
Marathon	7/3/17	AWH	No	Yes	No	No	No		Went to Competition	Wausau Manor	Humana
Iron - MI	7/3/17	AWH	No	Yes	No	No	No		Went to Inpatient Rehab		Medicare A
Marathon	7/4/17	AWH	No	Yes	No	No	Yes	7/10/17			Medicare A
Marathon	7/5/17	AWH	No	Yes	No	No	Yes	7/8/17			Medicare A
Marathon	7/5/17	Copper Leaf	No	No	No	Yes	Yes	7/14/17			Family Care
Lincoln	7/5/17	AWH	No	Yes	No	No	No		Went Home		Medicare A
Marathon	7/5/17	AWH	No	Yes	No	No	No		Went to Competition	Atrium	Medicare A
Rusk	7/6/17		No	Yes	No	No	No		No Skilled Needs		Medicaid
Wood	7/8/17	St Joes - Marshfield	No	Yes	No	No	No		Went to Competition	Rennes	Medicare A
Marathon	7/10/17	AWH	No	Yes	No	No	Yes	7/11/17			Medicare A
Marathon	7/10/17	AWH	No	Yes	No	No	Yes	7/12/17			Medicare/Managed
Langlade	7/11/17	AWH	No	Yes	No	No	No		Out of County		Medicare Advantage
Lincoln	7/11/17	Artisan ALF - Merrill	No	No	No	Yes	Yes	7/26/17			Family Care
Langlade	7/12/17	Aspirus Langlade Hospital	Yes	No	No	Yes	Yes	7/13/17			Medicare/Managed
Marathon	7/13/17		No	No	No	Yes	No		Went to Competition	Colonial Manor	Medicare A
Marathon	7/14/17	AWH	No	No	No	Yes	Yes	7/20/17			Self Pay
Marathon	7/14/17	St Joes - Marshfield	No	Yes	No	No	Yes	7/18/17			Medicaid
Langlade	7/14/17	AWH	No	Yes	No	No	No		Went Home	Home with hospice	VA Hospice
Marathon	7/14/17	AWH	No	Yes	No	No	No		Went to Competition	Rennes	Medicare A
Marathon	7/15/17	AWH	No	Yes	No	No	No		Acuity Too High	(comfort care only)	Medicare A
Marathon	7/15/17	AWH	No	Yes	No	No	No		Expired		Medicare A
Marathon	7/17/17	Home	No	No	No	Yes	No		Acuity Too High		
Brown	7/17/17	Aurora Baycare Medical Center	No	Yes	No	No	No		No Skilled Needs		Potowtomi Insurance
Marathon	7/17/17	AWH	No	Yes	No	No	Yes	7/19/17			Medicare A
Marathon	7/18/17	AWH	No	Yes	No	No	Yes	7/18/17			Medicare A
Marathon	7/18/17	AWH	No	Yes	No	No	Yes	7/25/17			Medicare A
Grant	7/19/17	Select Spec -Mad	Yes	No	No	No	No		No Skilled Needs		Medicare NS
Shawano	7/19/17	AWH	No	No	Yes	No	Yes	7/21/17			Medicare A
Marathon	7/19/17	STC	No	Yes	No	No	Yes	7/22/17			Medicare A
Shawano	7/19/17	AWH	No	Yes	No	No	No		Went to Competition	Pride TLC	VA
Marathon	7/19/17		No				No				
Lincoln	7/20/17	AWH	No	Yes	No	No	No		Out of County		Medicare A
Marathon	7/20/17	AWH	No	Yes	No	No	No		Went to Competition	Wausau Manor	Medicare A
Crawford	7/20/17	AWH	No	Yes	No	No	No		Went to Competition	Nursing Home near home	Medicare A
Marathon	7/20/17	AWH	No	Yes	No	No	Yes	7/26/17			Medicare A
Crawford	7/20/17	AWH	No	Yes	No	No	No		Went to Competition	Nursing Home near home	Medicare A
Marathon	7/21/17	AWH	No	Yes	No	No	Yes	7/28/17			Medicare/Managed
Marathon	7/21/17	AWH	No	Yes	No	No	Yes	7/27/17			Medicare A
Marathon	7/21/17	AWH	No	Yes	No	No	No		Went to Competition	Benedictine	Medicare A
Marathon	7/24/17	AWH	No	Yes	No	No	No		Patient Non Compliance		Medicaid
Wood	7/25/17	Atrium - WI Rapids	No	No	No	Yes	No		No LBL Beds Available		
Marathon	7/25/17	AWH	No	Yes	No	No	Yes	7/25/17			Medicare A
Marathon	7/28/17	AWH	No	Yes	No	No	No		Expired		Humana
Marathon	7/28/17		no	Yes	No	No	No		Went to Competition	Hospice House	Medicare A
Marathon	7/30/17	AWH	No	Yes	No	No	No		Went to Competition	Wausau Manor	Medicare A
Marathon	7/31/17	STC	No	No	Yes	No	Yes	8/8/17			Hospice

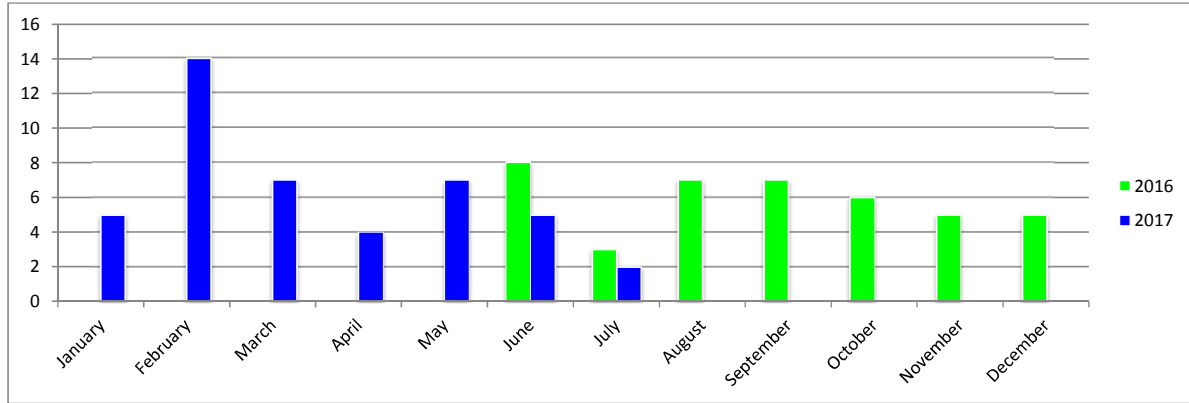
Number of Referrals Received

Year	January	February	March	April	May	June	July	August	September	October	November	December
2015	80	54	79	40	68	63	59	67	77	77	66	46
2016	61	69	70	36	57	40	38	82	83	73	75	64
2017	90	102	79	71	71	57	52					



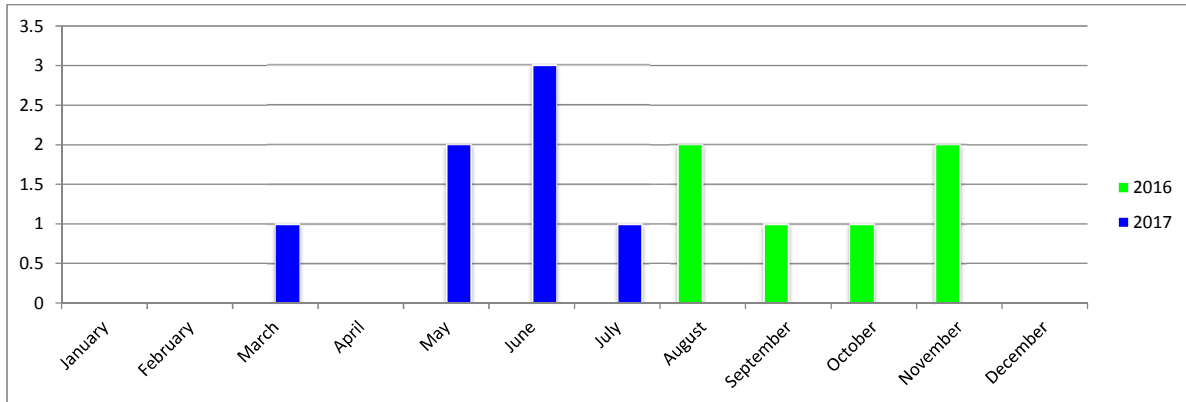
Number of Vent Referrals Received

Year	January	February	March	April	May	June	July	August	September	October	November	December
2016	0	0	0	0	0	8	3	7	7	6	5	5
2017	5	14	7	4	7	5	2					



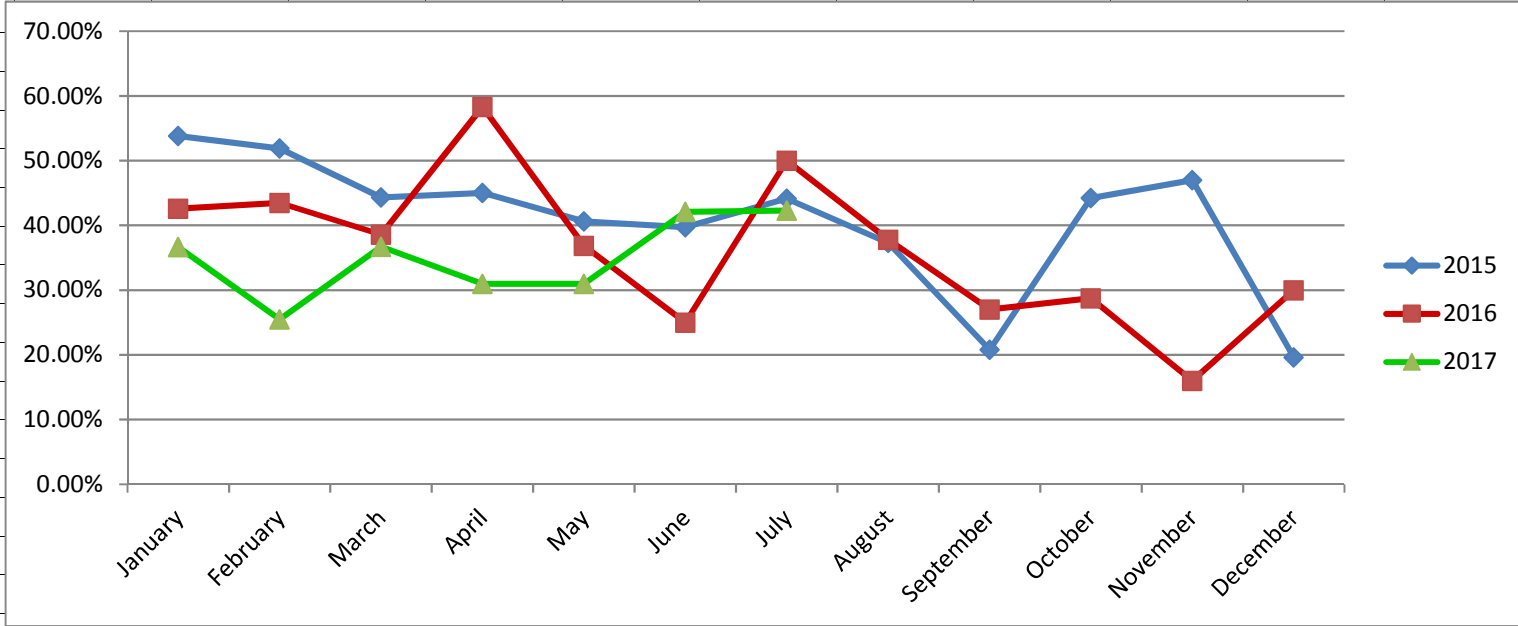
Number of Vent Referrals Admitted

Year	January	February	March	April	May	June	July	August	September	October	November	December
2016	0	0	0	0	0	0	0	2	1	1	2	0
2017	0	0	1	0	2	3	1					



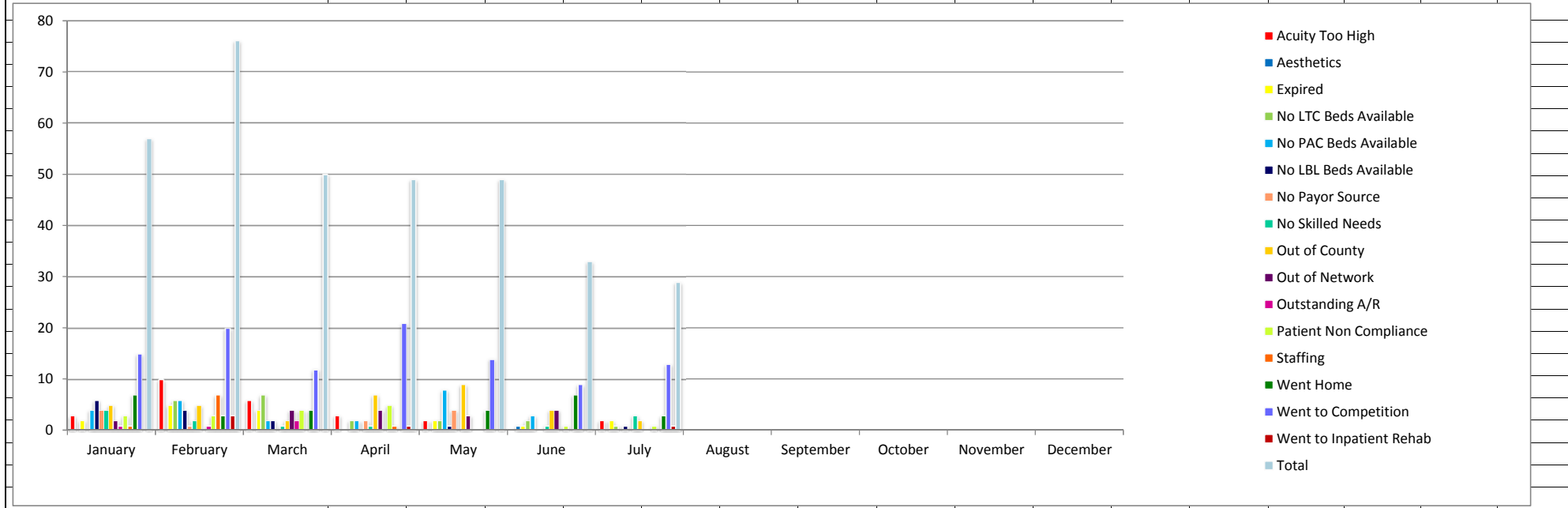
Percentage of Referrals Admitted

Year	January	February	March	April	May	June	July	August	September	October	November	December
2015	53.80%	51.90%	44.30%	45.00%	40.60%	39.70%	44.10%	37.30%	20.80%	44.20%	47.00%	19.60%
2016	42.60%	43.50%	38.60%	58.33%	36.84%	25.00%	50.00%	37.80%	27.00%	28.77%	16.00%	30.00%
2017	36.67%	25.49%	36.71%	30.99%	30.99%	42.11%	42.31%					



2017 Referrals Who Didn't Admit

Year	January	February	March	April	May	June	July	August	September	October	November	December
Acuity Too High	3	10	6	3	2	0	2					
Aesthetics	0	0	0	0	0	1	0					
Expired	2	5	4	0	2	1	2					
No LTC Beds Available	0	6	7	2	2	2	1					
No PAC Beds Available	4	6	2	2	8	3	0					
No LBL Beds Available	6	4	2	0	1	0	1					
No Payor Source	4	1	0	2	4	0	0					
No Skilled Needs	4	2	1	1	0	1	3					
Out of County	5	5	2	7	9	4	2					
Out of Network	2	0	4	4	3	4	0					
Outstanding A/R	1	1	2	0	0	0	0					
Patient Non Compliance	3	3	4	5	0	1	1					
Staffing	1	7	0	1	0	0	0					
Went Home	7	3	4	0	4	7	3					
Went to Competition	15	20	12	21	14	9	13					
Went to Inpatient Rehab	na	3	0	1	0	0	1					
Total	57	76	50	49	49	33	29	0	0	0	0	0
						1 unkn						





STATE OF WISCONSIN / DEPARTMENT OF HEALTH SERVICES
 Division of Quality Assurance / Bureau of Nursing Home Resident Care

TOP TEN FEDERAL HEALTH CITATIONS – NATION, STATE, REGIONAL OFFICE – 2017 First Half


Nation	State	Southern (Madison)	Southeastern (Milwaukee)	Northeastern (Green Bay)	Northern (Rhineland)	Western (Eau Claire)
F441 - infection control (2585)	F323 - supervision to prevent accidents (96)	F323 - supervision to prevent accidents (26)	F323 - supervision to prevent accidents (26)	F441 - infection control (29)	F371 - store, prepare, and serve food under sanitary conditions (12)	F441 - infection control (23)
F323 - supervision to prevent accidents (2557)	F441 - infection control (89)	F225 - investigate allegations of abuse (19)	F309 - care promotes highest level of well-being (24)	F314 - prevention of pressure ulcers (27)	F323 - supervision to prevent accidents (10)	F323 - supervision to prevent accidents (18)
F371 - store, prepare, and serve food under sanitary conditions (2288)	F314 - prevention of pressure ulcers (88)	F314 - prevention of pressure ulcers (16)	F314 - prevention of pressure ulcers (23)	F315 - services to restore normal bladder function and prevent infection (26)	F441 - infection control (9)	F314 - prevention of pressure ulcers (15)
F309 - care promotes highest level of well-being (2109)	F371 - store, prepare, and serve food under sanitary conditions (64)	F309 - care promotes highest level of well-being (14)	F329 - drug regimen is free of unnecessary drugs (19)	F371 - store, prepare, and serve food under sanitary conditions (20)	F314 - prevention of pressure ulcers (7)	F309 - care promotes highest level of well-being (13)
<i>F431 - labeling of drugs and biological (1445)</i>	F309 - care promotes highest level of well-being (63)	F329 - drug regimen is free of unnecessary drugs (14)	F225 - investigate allegations of abuse (16)	F323 - supervision to prevent accidents (16)	F309 - care promotes highest level of well-being (6)	<i>F282 - Services meet professional standards/provided in accordance with care plan (10)</i>
<i>F279 - develop comprehensive care plan (1429)</i>	F315 - services to restore normal bladder function and prevent infection (60)	F425 - medication system assures accurate receipt and administration (12)	F441 - infection control (16)	F425 - medication system assures accurate receipt and administration (16)	F315 - services to restore normal bladder function and prevent infection (6)	F315 - services to restore normal bladder function and prevent infection (10)
<i>F514 - documentation (1271)</i>	F225 - investigate allegations of abuse (59)	F441 - infection control (12)	F371 - store, prepare, and serve food under sanitary conditions (15)	F225 - investigate allegations of abuse (14)	F425 - medication system assures accurate receipt and administration (6)	<i>F318 - SERVICES TO INCREASE RANGE OF MOTION OR PREVENT AVOIDABLE DECLINE IN ROM (9)</i>
F329 - drug regimen is free of unnecessary drugs (1264)	F329 - drug regimen is free of unnecessary drugs (55)	F371 - store, prepare, and serve food under sanitary conditions (11)	F425 - medication system assures accurate receipt and administration (15)	<i>F226 - develop and implement policies and procedures prohibiting abuse (12)</i>	<i>F278 - ASSESSMENT MUST ACCURATELY REFLECT RESIDENT STATUS (5)</i>	F329 - drug regimen is free of unnecessary drugs (9)
F225 - investigate allegations of abuse (1099)	F425 - medication system assures accurate receipt and administration (55)	F157 - Prompt MD consultation (10)	F315 - services to restore normal bladder function and prevent infection (14)	<i>F166 - PROMPT EFFORTS TO RESOLVE GRIEVANCES (10)</i>	F329 - drug regimen is free of unnecessary drugs (5)	F225 - investigate allegations of abuse (8)
<i>F226 - DEVELOP AND IMPLEMENT POLICIES AND PROCEDURES PROHIBITING ABUSE (1094)</i>	F157 - PROMPT MD CONSULTATION (32)	<i>F166 - PROMPT EFFORTS TO RESOLVE GRIEVANCES (6)</i>	F157 - PROMPT MD CONSULTATION (12)	<i>F285 - PASRR REQUIREMENTS FOR MI AND MR (9)</i>	<i>F332 - Medication error rate is not 5% or greater (4)</i>	<i>F279 - develop comprehensive plan of care (8)</i>
			<i>F279 - DEVELOP COMPREHENSIVE PLAN OF CARE (12)</i>			<i>F280 - periodically review and revise the plan of care (8)</i>

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ITALICS – not in State's Top Ten BLUE/SMALL CAPS -new to Top Ten compared to entity's 2016 data




Wisconsin Top Ten Federal Health Citations First Half 2017

Rank	State Rank 2016	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	1	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	96	20
2	2	F441	Infection control program designed to prevent the development and control the spread of infection	89	2
3	3	F314	Services and treatment to prevent and/or to heal pressure ulcers	88	27
4	4	F371	Food stored, prepared, distributed, and served in a manner that prevents foodborne illness	64	2
5	6	F309	Care and services to attain/maintain highest practicable level of well-being	63	19
6	8	F315	Care and services to restore as much normal bladder function as possible	60	2
7	5	F225	Report and investigate allegations of abuse, mistreatment, neglect and misappropriation	59	1
8 (tied)	9	F329	Each resident's drug regimen is free of unnecessary drugs	55	1
8 (tied)	7	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	55	1
10		F157	Consult promptly with physician following significant condition change	32	7



**Northern Regional Office (NRO)
 Top Ten Federal Health Citations
 First Half 2017**

Rank	NRO Rank 2016	Tag	Description of Regulation	Number of Citations	Number of Cites at Harm or IJ
1	1	F371	Food stored, prepared, distributed, and served in a manner that prevents foodborne illness	12	1
2	7	F323	Facility is free of hazardous environment/supervision and assistive devices to prevent accidents	10	2
3	2	F441	Infection control program designed to prevent the development and control the spread of infection	9	0
4	5 (tied)	F314	Services and treatment to prevent and/or to heal pressure ulcers	7	3
5 (tied)	8	F309	Care and services to attain/maintain highest practicable level of well-being	6	2
5 (tied)	8	F315	Care and services to restore as much normal bladder function as possible	6	0
5 (tied)	4	F425	Pharmaceutical services ensure accurate acquiring and dispensing of medications	6	0
8 (tied)		F278	Assessment must accurately reflect resident status	5	0
8 (tied)	9	F329	Each resident's drug regimen is free of unnecessary drugs	5	0
10	5 (tied)	F332	Medication error rate is not greater than 5%	4	0